



IMMS

TECHNICAL BULLETIN OF THE INTEGRATED MAINTENANCE
MANAGEMENT SYSTEM PROJECT



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IMMS Implementation

As additional Districts begin to implement IMMS, there will be some end-users who are using IMMS while others are still using MMS. In order to describe how these systems will work together, and provide instructions for IMMS end-users and those still using MMS, the IMMS Team has developed “parallel processes”. Below are a few questions and answers to provide more information about how these parallel processes will work

What is a parallel process?

A parallel process describes how users of IMMS and MMS will work together to accomplish specific tasks, even though they are using different systems. Examples of when a parallel process might be necessary include:

1. Borrowing and lending resources between IMMS and MMS Supervisors
2. Transitioning damage reports from MMS to IMMS
3. Generating reports based on data from both systems

Why do we need parallel processes?

Parallel processes will be important because not all end-users will begin using IMMS at the same time. This will be true even within a District, as only one Region will go-live at a time. As a result, both IMMS and MMS will be used to record the Maintenance Division's work. The parallel processes will help to ensure that the use of both systems works effectively and does not cause undue burden on Supervisors, Region staff, or other IMMS or MMS users.

Who will the parallel processes affect?

Parallel processes will impact the following end-users:

- Headquarters and District IMMS and MMS Coordinators
- Supervisors/Region staff using IMMS

- Supervisors/Region staff using MMS, who are borrowing or lending resources to Supervisors using IMMS
- Supervisors/Region staff using MMS, who are working on accidents with Supervisors using IMMS
- District HAZMAT Managers using IMMS
- Headquarters Landscape Specialist
- Accounting Service Center staff
- Headquarters HAZMAT Manager

Will I have to enter information into both IMMS and MMS?

No. After testing and verifying that the data from IMMS can be successfully transferred to the payroll system, it was determined that Supervisors and Region staff in will not be required to enter time in both MMS and IMMS after their Region begins implementation. However, updating assets in both IMMS and MMS may require the IMMS/MMS Coordinators to use forms from or update both systems.

When will the parallel processes take effect?

You will begin using some of the parallel processes immediately after you begin using IMMS, since surrounding Districts may still be using MMS. For example, if an MMS Supervisor borrows an employee from an IMMS Supervisor, he/she would be required to use a parallel process.

How and when will I learn more about parallel processes?

The parallel processes will be explained in detail during each District's training. In addition, the IMMS Team will distribute instructions to end-users in surrounding Districts who are still using MMS when your District begins implementation.

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IMMS Feature of the Month

In previous Bulletins, we've discussed how IMMS will replace MMS/MMSI and your T8000 account for recording your work information and tracking your working stock. Two other important elements of IMMS are the Service Request, which will primarily be used by Dispatch to log calls received from the public, and the Accident Log, which will be used for Damage Reporting.

Service requests and accident logs will provide several benefits for the Maintenance Division. First, Caltrans will be able to better track the costs of non-routine Maintenance work caused by known third parties. In addition, the service request will allow Caltrans to track the frequency of specific types of problems and where they typically occur. Finally, IMMS will streamline the Damage Reporting process and allow Caltrans to collect additional funds from third parties for damage to the state highway.

Service Request

Dispatchers will most often use service requests for logging calls they receive from a variety of sources, including the general public, government officials, law enforcement agencies, and other Caltrans personnel. While Dispatchers will continue to contact the Supervisor directly via telephone or radio for all emergencies, they will also "assign" each service request to the appropriate Supervisor, so that it appears in the Supervisor's Visual Resource Manager (VRM). The VRM, as we've mentioned previously, is the "one-stop-shop," which provides Supervisors access to all information about their work and resources.

The Supervisor will determine the appropriate response for each service request, and then create and complete work orders, as necessary. In order to track the cost of Maintenance work related to any service request, the Supervisor can link the service request to all associated work orders.

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Accident Log/Damage Reports

The IMMS accident log will be used for Damage Reporting. IMMS will replace several of the paper forms currently used for reporting third party damage to the highway, including:

- **R103** - captured in the IMMS accident log;
- **Job Cost Record (JCR)** - captured by work order information;
- **Maintenance Cost Report (MCR)** - Accounting Service Center will generate a cost summary report from IMMS; and

Figure 1: IMMS Accident Log

Figure 1 demonstrates how details about a spill can be recorded on the "Additional Info" tab of the accident log. The service request number is recorded on the "General" tab (not shown) of the accident log, in order to link it to the accident log.

Other information will continue to be collected in paper form, including:

- **CHP Report** - CHP Report number and responsible party information will be captured in the accident log, and the CHP Report will continue to be collected;
- **Vendor invoices** - will continue to be received in paper form;
- **Hazardous Spill Diary** - will continue to be filled out in paper form; and
- **Spilled Substance Report** - will continue to be filled out in paper form, and will be input into IMMS to provide statewide access to this information.

Once all work and Damage Report information is input into IMMS, the Accounting Service Center can retrieve the cost information from IMMS and create a bill to send to the responsible party.